

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION ☒ UNCLASSIFIED

Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Human Services EBIT - DCF		9. Position No K0234338	10. Budget Program Number		Agency Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Technology Support Consultant			
3. Division ITS			12. Proposed Class Title			
4. Section Technology Services	For Use By	13. Allocation				
5. Unit Service Desk/Desktop Support		14. Effective Date				
6. Location (address where employee works)		15. By	Approved			
7. (circle appropriate time) Full time X Perm. X Inter. Part time Temp. % Regular		Personnel	16. Audit Date: By: Date: By:			Position Number
8. Regular hours of work: (circle appropriate time) FROM: 8 AM To: 5 PM			17. Audit Date: By: Date: By:			

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
April Bryant	Technology Support Supervisor	K0064976

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
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Same as above

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Assignments are given verbally and/or in writing with some details on desired outcome. Tasks are performed with some latitude in determining work methods or procedures. Work is checked for results achieved.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	
1 40	E	This position provides technical assistance for the user's computer equipment for the DCF enterprise. This is considered Tier 2 support. Duties include, but aren't limited to, resolving incident's (IR's) within the Service Manager incident tracking system (SCSM), provide onsite and remote troubleshooting, and fixes to resolve computer issues, and work with vendors to get replacement parts for the equipment.
2 25	E	Provide hardware peripheral installations and demonstrating hardware and software to computer users. Completes new machine deployments, install and upgrade software as needed, and help establish formal standards and procedures to be used within desktop support division.
3 25	E	This position is responsible for Tier 1 support, every 4 th week, or as needed due to staffing availability.
4 10	M	Other duties as assigned. This position could be subject to being placed in stand-by or call back status to support the 24/7 services that ITS supports.

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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
() Plans, staffs, evaluates, and directs work of employees of a work unit.
() Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name

Title

Position Number

23. Which statement best describes the results of error in action or decision of this employee?

- () Minimal property damage, minor injury, minor disruption of the flow of work.
(X) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
() Major program failure, major property loss, or serious injury or incapacitation.
() Loss of life, disruption of operations of a major agency.

Please give examples.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Works daily with DCF staff and outside entities.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Normal office work environment when working at desk. This position is mobile as well and does require moving up to 50 lbs for computer related equipment. May require getting on the floor, under or behind desks

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Daily – Normal work environment (phone, computer, copier, fax, printer, peripheral devices).

PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

High school diploma or equivalent and one year advising and assisting computer users in a distributed computing environment.
Education may be substituted for experience as determined relevant by the agency.

Education or Training - special or professional

Licenses, certificates and registrations

Special knowledge, skills and abilities

Experience - length in years and kind

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Must maintain security clearance throughout employment.

Signature of Employee Date

Signature of Personnel Official Date

Approved:

Signature of Supervisor Date

Signature of Agency Head or
Appointing Authority Date